

California State Library
Human Resources Services Office
Library-Courts Building
P.O. Box 942837
Sacramento, California 94237-0001



OFFICE TECHNICIAN (GENERAL)
OFFICE TECHNICIAN (TYPING)

DEPARTMENTAL PROMOTIONAL EXAMINATION

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE, BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL PROMOTIONAL FOR: California State Library

FINAL FILING DATE: July 23, 2007

WHO SHOULD APPLY: Applicants who meet the minimum qualifications as stated below.

HOW TO APPLY: Applications are available at the address below or on the State Personnel Board web site at www.spb.ca.gov/employment/stateapp.htm. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.** Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason. Applications may be filed in person or by mail with:

California State Library
Human Resources Services Office
914 Capitol Mall, Room 215
P. O. Box 942837
Sacramento, California 94237-0001

CROSS FILING INFORMATION: If you meet the entrance requirements for the Office Technician (General) and Office Technician (Typing), you may file for one or both examinations on a single application. However, you must list the examination title(s) of each examination you wish to file for. You will only be considered for acceptance into the examination(s) that you have listed on your application.

EXAMINATION INFORMATION: Qualifications Appraisal Interview -- Weighted 100.00%. This examination will consist of a qualifications appraisal interview only. To obtain a position on the list, applicants must achieve a minimum rating of 70.00% in the interview. Candidates who do not appear for the interview will be disqualified. It is anticipated that interviews will be held during August, 2007.

SPECIAL TESTING INFORMATION: If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

SALARY RANGE: Office Technician (General): \$2,551 - \$3,103 per month; Office Technician (Typing): \$2,598 - \$3,157 per month

ELIGIBLE LIST INFORMATION: For each classification listed above, a separate eligible list will be established for the California State Library. Eligibility expires 12 months after it is established. The list will be abolished 12 months after it is established unless the needs of the service and/or conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION: It is your responsibility to make sure you meet the education and/or experience requirements stated below:

NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date. **All applications/resumes must include "to" and "from" dates (month/day/year), time base, and civil service class titles. Applications/resumes received without this information will be rejected.** Applications/resumes must contain the following information on all related college courses completed: title, semester or quarter units, name of institution, and completion dates.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50 percent of the required time of Pattern I, and additional experience amounting to 50 percent of the required time of Pattern II, may be admitted to an examination meeting 100 percent of the overall experience requirement.

OFFICE TECHNICIAN (GENERAL/TYPING)
CA48/1138; CA46/1139
EXAM CODE: 7LI09-01/02

BULLETIN RELEASE DATE: July 2, 2007
FINAL FILING DATE: July 23, 2007

MINIMUM QUALIFICATIONS:
Office Technician (General)

EITHER I

One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

Or II

Experience: Two years of clerical experience. (Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of coursework, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.)

Office Technician (Typing)

EITHER I

One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

Or II

Experience: Two years of experience in typing and clerical work. (Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of coursework, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.)

THE POSITION: An Office Technician (General) and (Typing) is the advanced journey level of the clerical classes. Incumbents perform a variety of the most difficult duties and are expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures (e.g., positions such as secretaries to major division chiefs and on-person field office assignments comprised of a wide variety of responsibilities). Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance in training and assisting less experienced employees.

An Office Technician (Typing) position is distinguished from other clerical classes by being regularly required to perform typing duties as an essential part of the job which may include any combination of general office duties. Typically, typing encompasses a significant portion of the work time.

Position(s) may exist with the California State Library in Sacramento and San Francisco.

SCOPE: In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis will be measured competitively, relative to job demands, based on each of the competitor's:

BOTH CLASSIFICATIONS

A. KNOWLEDGE OF:

1. Modern office methods, supplies and equipment.
2. Business English and correspondence.
3. Principles of effective training.

B. ABILITY TO:

1. Perform difficult clerical work, including ability to spell correctly.
2. Use proper English.
3. Make arithmetical computations.
4. Operate various office machines.
5. Follow oral and written directions.
6. Evaluate situations accurately and take effective action.
7. Read and write English at a level required for successful job performance.
8. Make clear and comprehensive reports and keep difficult records.
9. Meet and deal tactfully with the public.
10. Apply specific laws, rules and office policies and procedures.
11. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling.
12. Communicate effectively.
13. Provide functional guidance.

SPECIAL REQUIREMENT (OFFICE TECHNICIAN ONLY)

Ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

SPECIAL PERSONAL CHARACTERISTIC

A demonstrated interest in assuming increasing responsibility.

ADDITIONAL DESIRABLE QUALIFICATION

Education equivalent to completion of the twelfth grade.

Veterans Preference Credits and Career Credits are not granted in promotional examinations.

GENERAL INFORMATION

If the examination has a written feature, it is the candidate's responsibility to contact the California State Library, Human Resources Services Office at (916) 654-0202 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the California State Library, Human Resources Services Office at (916) 654-0202 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview, EDA or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

State applications (Std. Form 678) are available at the California State Library, State Personnel Board, local Employment Development Department offices and online at www.spb.ca.gov/employment/stateapp.htm.

If you met the requirements stated on the bulletin, you may take this competitive examination. Possession of the minimum requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test. All candidates who pass will be ranked according to their scores.

The California State Library reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Examination Locations: When a written test and/or oral interview is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento and San Francisco. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub divisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) service wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. California Relay Telephone Service for the Deaf or Hearing Impaired: From TDD phones: 1-800-342-5966 From Voice Telephones: 1-800-342-5833